



# *Mental Health Services in Veterans Healthcare Network (VISN) 11*

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*Director*

*VISN 11 Mental Health Service Line*

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# Department of Veterans Affairs

- Veterans Health Administration  
(VHA)
- Veterans Benefits Administration  
(VBA)
- National Cemetery Administration  
(NCA)

# Veterans Health Administration

- \$35 billion annual budget
- Currently serving 5.4 million veterans
- Four-fold mission of clinical care, education, research, national emergency contingency support
- 150+ medical centers, 875+ community-based outpatient clinics
- Organized into 21 regional networks:  
Veterans Integrated Service Networks  
(VISN)

This is ***NOT*** your father's  
(or mother's) VA...

# Hospitals in the Veterans Affairs system outpace those in the private sector by many measures

## QUALITY of Care

The latest Rand Corp. study found that VA patients, on average, received about two-thirds of the care recommended by national standards, compared with just half for patients at a sample of the nation's other hospitals. Here's the breakdown:

HEALTH INDICATOR	VA SCORE*	NATIONAL SAMPLE**
Overall	<b>67%</b>	<b>51%</b>
Chronic care	<b>72</b>	<b>59</b>
Lung disease	<b>69</b>	<b>59</b>
Heart disease	<b>73</b>	<b>70</b>
Depression	<b>80</b>	<b>62</b>
Diabetes	<b>70</b>	<b>47</b>
Hypertension	<b>78</b>	<b>65</b>
High cholesterol	<b>64</b>	<b>53</b>
Osteoarthritis	<b>65</b>	<b>57</b>
Preventive care	<b>64</b>	<b>44</b>
Acute care	<b>53</b>	<b>55</b>
Screening	<b>68</b>	<b>46</b>
Diagnosis	<b>73</b>	<b>61</b>
Treatment	<b>56</b>	<b>41</b>
Follow-up	<b>73</b>	<b>58</b>

## Patient SATISFACTION

For the sixth year in a row, veterans in 2005 were happier than other patients with their health care.

	VA	PRIVATE SECTOR
Inpatient	<b>83*</b>	<b>73</b>
Outpatient	<b>80</b>	<b>75</b>

\*Out of 100 Data: American Customer Satisfaction Index

## TECHNOLOGY Use

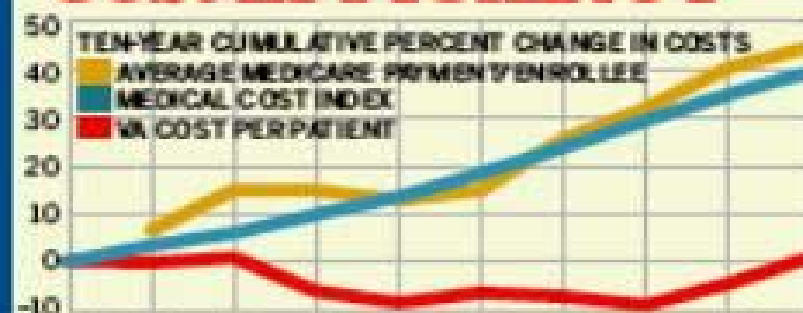
The VA has the most advanced electronic-records system in the U.S.

### PERCENTAGE OF NEW-DRUG AND PROCEDURE ORDERS ENTERED ELECTRONICALLY

VA	<b>94%</b>
Academic medical centers	<b>30</b>
Nationwide	<b>8</b>

Data: Commonwealth Foundation

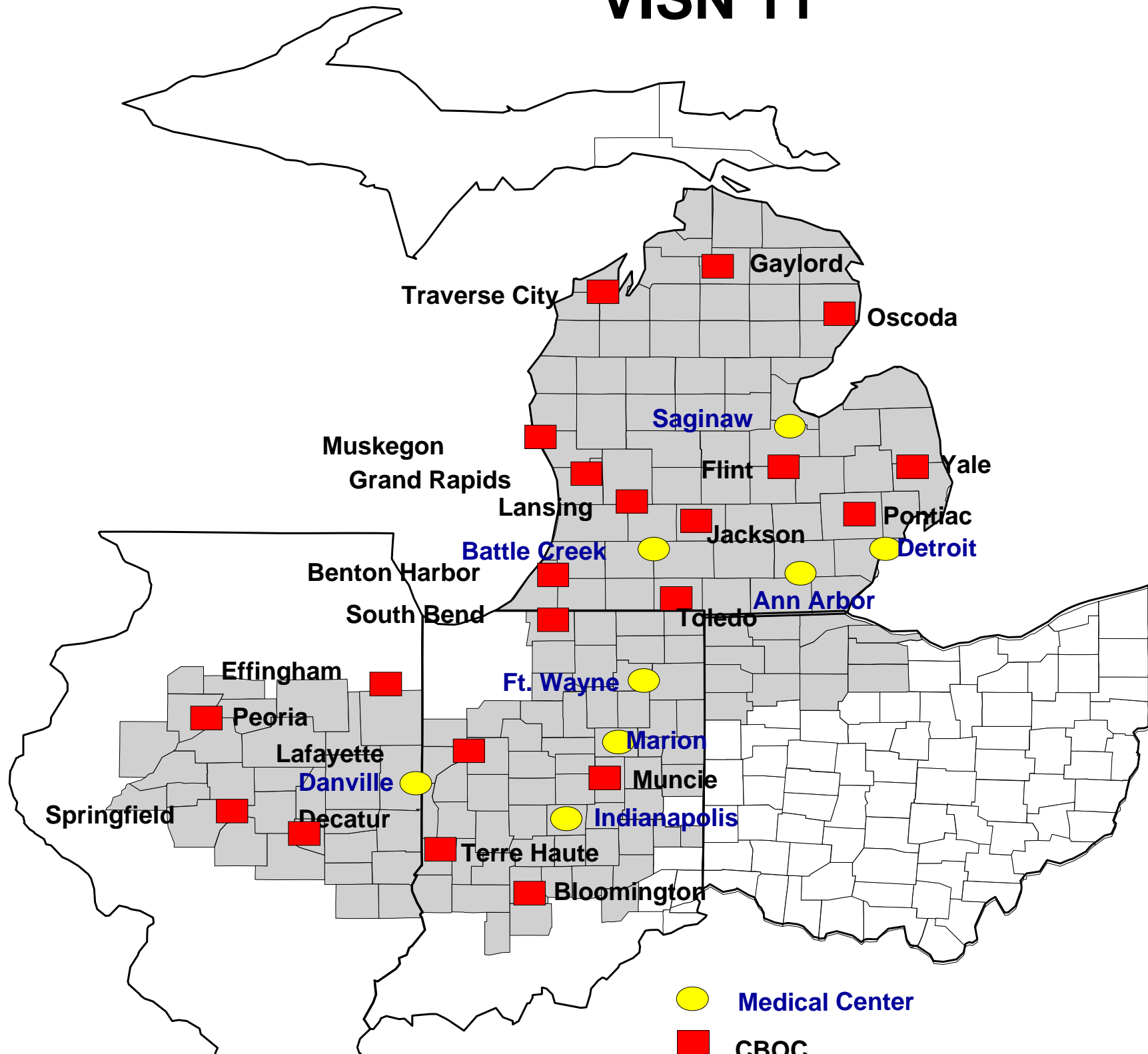
## Cost EFFICIENCY



# VHA Veterans Integrated Services Networks (VISN's)



# VISN 11



# VISN 11

- 1.4 million veterans in catchment area  
(21,000+ returning veterans between Dec 2004 and Apr 2006)
- Primary, specialty, MH, nursing home care
- Four major academic affiliations
- FY 2005:
  - \$1 Billion budget
  - 225,000 veterans served
  - 2.5 Million OP visits (19% CBOC)
  - 230,000 BDOC



# VISN 11 Mental Health Services

- Basic and specialty MH services at all medical centers; basic MH services at CBOC's
- \$65 million direct costs

# VISN 11 Mental Health Services

- Acute and long-term inpatient care
- General outpatient MH services
- Posttraumatic Stress Disorder
- Substance Abuse
- Intensive case management
- Residential treatment
- Homeless services
- Supported employment
- Post-deployment MH treatment
- Tele-mental health

# Mental Health Services

FY 2005:

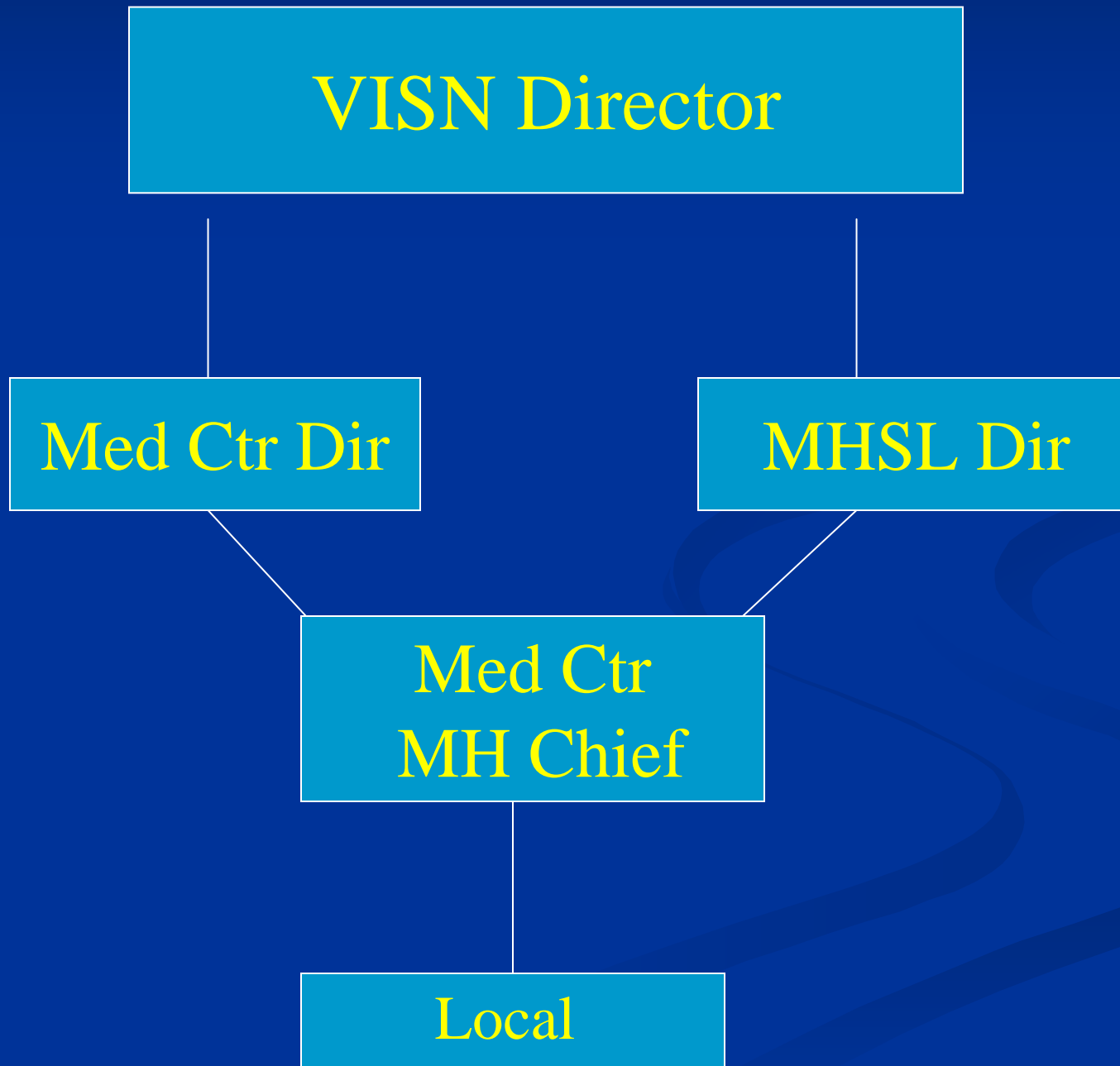
## ■ VISN 11:

- 40,000+ MH patients
- 420,000 Outpatient visits
- 73,000 Bed Days of Care

## ■ Indiana:

- 10,000 MH patients
- 130,000 Outpatient visits
- 14,000 Bed Days of Care

# VISN 11 Mental Health Services: Matrix Management



# ■ VHA Mental Health Strategic Plan Implementation



- Expansion of VISN 11 MH Programs

# VHA National Mental Health Strategic Initiatives 2003-2005

- Action Agenda from President's New Freedom Commission on MH
- CARES-MH Workgroup
- Secretary's Task Force on MH
- MH Strategic Planning

# Commission on Mental Health (Final Report: July, 2003)

## The Goals of a Transformed System

Goal 1 Americans Understand that Mental Health Is Essential to Overall Health

Goal 2 Mental Health Care Is Consumer and Family Driven

Goal 3 Disparities in Mental Health Services Are Eliminated

Goal 4 Early Mental Health Screening, Assessment, and Referral to Services Are Common Practice

Goal 5 Excellent Mental Health Care Is Delivered and Research Is Accelerated

Goal 6 Technology Is Used to Access Mental

Renewing the Promise.

# Transforming Mental Health Care in VA

## *Action Agenda for VHA Implementation of New Freedom Commission Recommendations*

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Frances M. Murphy, M.D., M.P.H.

Deputy Under Secretary for Health for Health Policy  
Coordination

December, 2003





# Department of Veterans Affairs

## Availability of and Access to Mental Health and Substance Abuse Services for Veterans: A Review and Recommendations Report to the Secretary March 11, 2004

# Secretary's MH Task Force

## *Recommendations*

- Full continuum of MH care
- Restore capacity for Substance Abuse treatment
- Case management services for homeless veterans with mental illness
- Supportive services in collaboration with community

# Capital Asset Realignment for Enhanced Services (CARES)

- VHA's system-wide strategic planning process, based on demand modeling projections, to optimize the delivery of veterans health care over the next 10-20 years

Re-analysis of CARES Projections  
for VHA Mental Health Services:  
*Summary of Findings and Rationale  
for Modifications*

**CARES-Mental Health  
Workgroup  
June 18, 2004**

Chartered in December, 2003  
Strategic Plan submitted to USH 7/15/04

- Charge to group:
- Identify best practices
- Consistent with NFC
- Comprehensive
- Address access
- Analyze gaps in current and projected unmet need/eliminate disparities
- Seamless for veterans
- Recovery oriented/family centered

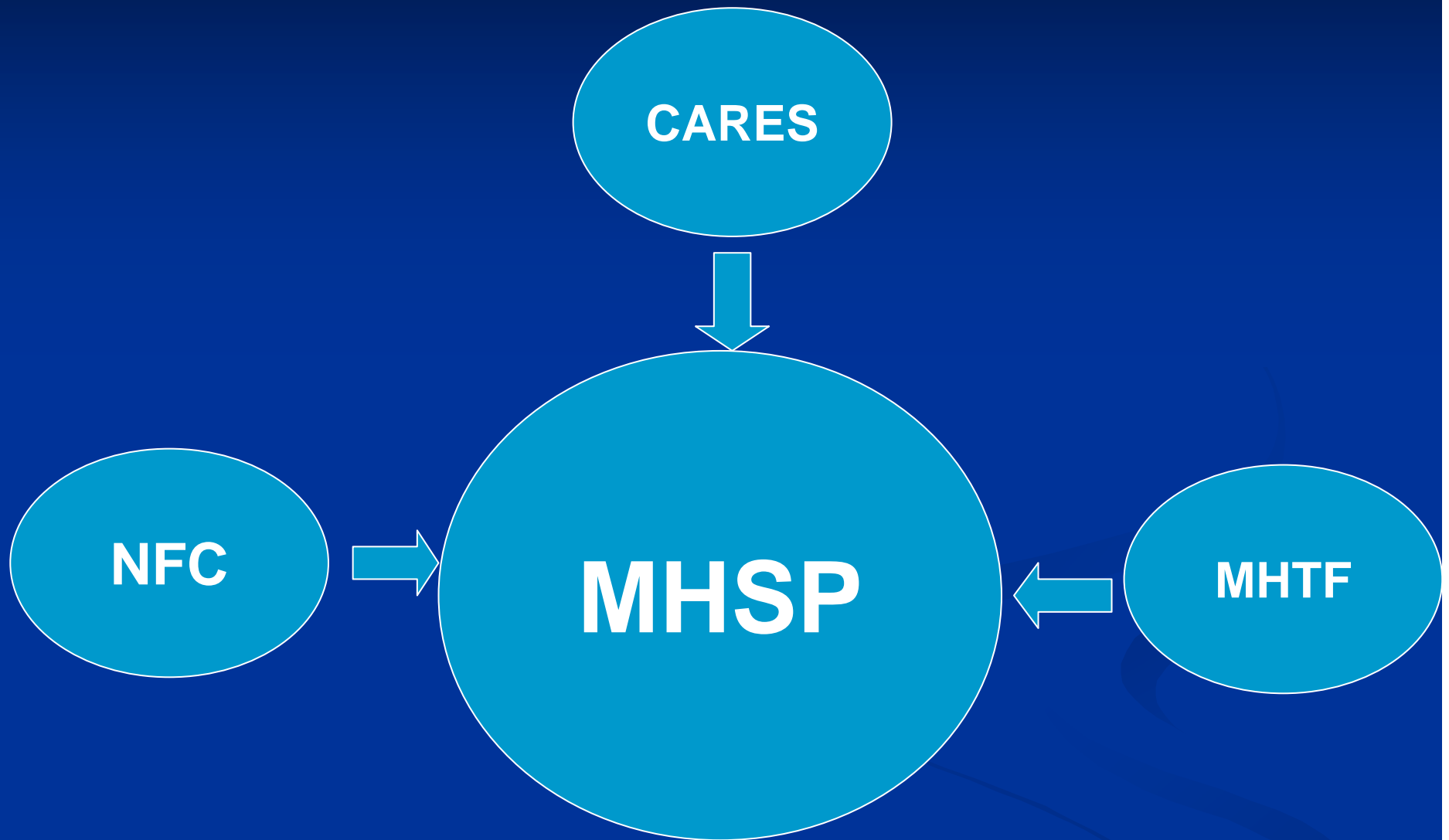
# VHA Mental Health Strategic Planning Subcommittees

- SMI
- Medical/Surgical  
Co-Morbidity
- PTSD
- Substance Abuse
- VA/DoD  
Transition
- General  
Psychiatry
- Homelessness
- Geropsychiatry
- Women's Mental  
Health

# VHA Mental Health Strategic Plan

- Equal urgency (access, capacity, elimination of disparities)
- Primary care integration
- Recovery/rehabilitation focus
- Evidence-based care
- Five-year phase-in
- Incremental \$\$

# Evolution of VHA MH Strategic Plan







# *Awards for Expansion of MH Services*

- RFP process, with competitive reviews at VISN and VACO levels
- 2-3 year funding, with VISN commitment to continue programming after funding ends
- Funding in areas prioritized in MH Strategic Plan

*Veterans Affairs for Enhancement of MH Services.*  
*2005-2008*

- MH Services in CBOC's: \$1.3 M  
(\$465,000)
- Work Restoration/Supported  
Employment: \$2.7 M (\$700,000)
- Homeless Programs Case Management:  
\$1.3 M (\$300,000)
- OEF/OIF Post-Deployment MH  
Services: \$2.1 M (\$880,000)

*✓ ISTN Awards for Enhancement of MHF Services.  
2005-2008*

- PTSD services: \$2.3 M (\$615,000)
- Substance Abuse Services: \$3 M (\$900,000)
- Homeless Domiciliary Programs:  
(Detroit (\$3 M) and Indianapolis (\$2.8 M))
- Telemental Health: \$500,000 (\$260,000)

*✓ ISIN #12 Awards for Enhancement of MHF Services.  
2005-2008*

- Family Psycho-Education (NIHCS):  
\$250,000
- Peer Support (NIHCS): \$250,000
- Motivational Interviewing (Ann Arbor): \$200,000
- Antipsychotic Drug Adherence:  
\$300,000

# *Pending Awards*

- Mental Health-Primary Care Integration

# VA-State Collaborations

- VA's MH Strategic Plan calls for the development of active partnerships with State MH/Substance Abuse agencies.
- Programmatic collaboration (particularly for returning veterans)
- Coordination of care for shared patients
- Other?

*Questions?*

*Suggestions?*